of the order of Rs. 31,835 crore for safety related works during the 10 year period. The plan envisages Accident Prevention and Mitigation directed towards Continuous Reduction in Risk Level to its Customers. Efforts in this direction are oriented towards progressively achieving Reduction in accidents attributable to human failure which besides other steps include measures for technology up-gradation for avoidance of collisions due to driver faults, derailments, improving asset reliability, adoption of measuring technologies for rail flaw detection, use of anti-crash worthy coaches with tight couplers having anti-climbing features, fire proof coaches to reduce fatalities, extensive provision of track circuiting and upgraded interlocking to reduce human dependence.

(c) Does not arise.

(d) Pilot implementation of Signaling based Train Protection Warning System (TPWS) and Global Positioning System (GPS) based Anti-Collision Device (ACD) is in progress to prevent the possibility of train collision due to drivers error and station staff error. TPWS is being installed in Delhi-Agra and Chennai-Gummidipundi sections over Northern, North Central and Southern Railways. ACD is being tried out in Katihar-New Jalpaiguri-Guwahati-Tinsukhia-Dibrugarh section on North-east Frontier Railway (NFR). Besides conducting social awareness programs, depending on the volume of the road and train traffic, manning, interlocking, provision of road over bridges/road under bridges on level crossing is being continuously done. The provision of Train Actuated Warning Device for giving warning to road users has been taken on a limited trial basis.

(e) Konkan Railway Corporation limited (KRCL) has patented "An Anti Collision Device" concept called "Raksha Kavatch".

Bid for Indian Railway call centres

1937. SHRI TARIQ ANWAR: Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that bid has been made for Indian Railway call centre contract;

(b) if so, the details thereof;

(c) how much income has been accrued by Government with this facility; and

(d) whether Government have any plan to low down the call charges of this facility?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU): (a) and (b) Yes, Sir. Bids were invited from firms/consortiums of firms for franchising of Integrated Train Enquiry System (ITES) consisting of establishment, operation and maintenance of zonal hubs which will be linked with regional call centres being set up by Rail Enquiry franchisee (REF). The main features of the call centres would be:

(i) A universal telephone number 139 will be provided without prefixing any Subscriber Trunk Dialing (STD) code to get connected to the call centre.

(ii) Both Interactive Voice Response System (IVRS) and manual enquiry will disseminate information on train running status, reservation status of passenger, availability of accommodation and other value added services.

(c) Enquiry system is yet to start, hence no earnings estimates can be given at this stage;

(d) The prescribed rates to be charged from the customer enquiry services are as under:

Basic Enquiry Services:

- Rs. 1.20 per pulse of 180 seconds for calls originating from Delhi, Mumbai, Kolkata & Chennai Metropolitan areas/circles.
- Rs. 1.20 per pulse of 60 seconds for call originating from places other than Delhi, Mumbai, Kolkata and Chennai metropolitan areas/ circles.

Expenditure incurred on advertisement in print media

1938. SHRI PRAVEEN RASHTRAPAL: Will the Minister of RAILWAYS be pleased to state:

(a) the details of expenditure incurred during financial year 2004-05 and 2005-06 towards advertisement in print media;

(b) how these advertisements are regulated and newspapers selected for such allotment; and